

1



Walls have ears

Careless talk could cost confidentiality. Be careful what you say in open public areas. What you hear at work, stays at work.

2



No ID = No Entry

Always wear your ID when at work. If someone has no ID, then do not give them entry if you do not know who they are.

3



Secure those doors

Keep doors to secure areas locked. Lock filing cabinets at the end of the day.

4



See it. Bin it

Found a form or letter on the printer? Then return it to the owner or put it in the confidential waste bin.

5



Clear desk. Clear screen

All desks at work and home, to be kept clear of personal data when away from your desk. Lock your screen with Ctrl-Alt-Del.

6



Verify, verify, verify

Verify an incoming caller, verify an outgoing call recipient, verify a personal caller, verify a 3rd Party.

7



Clear and concise records

Keep to the facts. Be professional and objective. Correct your mistakes. If you can't justify or defend it, don't write it.

8



Avoid email "Oh, nos!"

Check and double check your email recipient. Attachments with personal data should be avoided. If you have to send data, it must be encrypted.

9



Break the chain

Avoid long email chains. Less recipients means greater control of the content. Pick up the phone.

10



Don't leave it on the dash

Lock any forms or portable devices in the glove box when away from your vehicle.

11



Lock that device!

Ensure all portable devices (phones, laptops, tablets etc) are locked when not in use. Set your PIN - and use it.

12



Report it!

If you have any concerns about data being lost or misused, report it. Email dpo@fortisliving.com